

## **2.0 SCOPE OF SERVICES**

### **2.1 INTRODUCTION**

Miami-Dade County, hereinafter referred to as the "County", as represented by the Information Technology Department on behalf Miami-Dade Police Department (MDPD), is soliciting proposals from qualified firms to provide a Regulated Pawn and Secondhand Dealer Transaction Management Solution (Solution) that shall be able to collect and manage Transaction Data from the following Regulated Businesses under Florida Statute Chapters 538 and 539:

- Pawnbrokers
- Secondhand Dealers
- Mail-in Secondhand Precious Metals Dealers
- Secondary Metal Recyclers

The selected Proposer will be required to provide a Solution capable of meeting the requirements outlined within Section 2.0 of this RFP including but not limited to: applications software licenses, implementation, configuration, data conversion from MDPD's existing Computer Electronic Property Recovery System, training services, and subsequent software maintenance and support services throughout the term of the resultant contract.

### **2.2 CURRENT APPLICATION AND PROCESSES**

In 1998, the Computer Electronic Property Recovery System (CEPRS) was developed and provided by MDPD to Miami-Dade County Pawnbrokers and Secondhand Dealers. This application was created with the intent of collecting and tracking Transaction Data from these businesses and in turn, assist MDPD with the recovery of stolen property. Today, the CEPRS is not widely used due to its age and limited functionality. Inspection of records in the CEPRS shows that only 35 Regulated Businesses in Miami-Dade County reported Transactions in 2015. This leads to only a subset of total Transactions occurring in the County being tracked by the CEPRS. The Transactions that are not tracked by the CEPRS are tracked using a paper process which is time and resource intensive. Since most of the Transaction Records are tracked on paper, and dispersed throughout MDPD districts, comprehensive searches are essentially impossible to carry across all records. Additionally, the CEPRS is not used and does not share any information with neighboring jurisdictions. This makes it extremely difficult to track down stolen property sold in areas outside of Miami Dade County.

Each MDPD District has its own group responsible for property crimes. The Districts collect Transaction Data from Regulated Businesses, and investigate Property Loss Reports for crimes committed within their own jurisdiction and are responsible for processing and storing that information. Regulated Businesses may submit the information either to CEPRS electronically or on paper forms to the Districts directly. CEPRS is used by the minority of Regulated Businesses, with the bulk of data coming in on paper.

### **2.3 OBJECTIVES**

The County wishes to acquire a fully hosted Regulated Pawn and Secondhand Dealer Transaction Management Solution (Solution) that will automate the collection of Transaction Records from Regulated Businesses under Florida Statute Chapters 538 and 549. The Solution is expected to eliminate the manual processing of Transaction Records and allow interoperability between the entire MDPD and other South Florida law enforcement agencies for the purpose of investigating and solving property crimes by enabling access to a comprehensive database of all local Transactions. The Solution shall allow Regulated Businesses to enter the same or greater level of information into the Solution as

the information included within the existing physical transaction forms. An example of these forms and the Property Loss Report used by MDPD to query the database is included in Appendix XX: Sample Transaction and Property Loss Forms. In an effort to expand the reach of MDPD Investigators searching for stolen property, the Solution is also expected to run queries against the NCIC and popular third party auction and classified sites.

## **2.4 GENERAL SOLUTION FUNCTIONALITY**

The proposed Solution should provide the following functionality:

- a) Web-based and not require installation onto User's computers.
- b) Accessible via the internet to multiple Users simultaneously.
- c) Compatible with current web browsing technology and easily upgradeable.
- d) Maintain compatibility with the pawnshop/secondhand dealer and secondary metals recycler management software market in the event of upgrades or new products which may become available.
- e) Provide the ability to track the registration status of Regulated Businesses with the Department of Revenue or Florida Department of Agriculture.
- f) Allow MDPD the ability to assign system access rights to an unlimited number of law enforcement Users without additional cost.
- g) Allow authorized Users to search for individuals, property, and Regulated Businesses by name, date, serial numbers, descriptions regions, etc.
- h) Allow items that are determined stolen to be flagged as such. The Solution should include provision for recording information on when and where the item was stolen/recovered and make that information available if the Transaction is returned in future search results.
- i) Provide reports "on demand" from the application or optionally configured to run and be emailed/sent to MDPD Investigators on a regular basis.
- j) Generate reports such as the following:
  - a. Frequent Pawnors.
  - b. Transactions with total value over a configurable threshold.
  - c. Pawned items with value over a configurable threshold.
  - d. Pawnors with total Transactions over a configurable threshold.
  - e. Transactions with number of items over a configurable threshold.
  - f. Pawnors with total number or value of pawned items over a configurable threshold.
- k) Provide MDPD with the ability to run high level reports such as statistics about records submitted overall per district, geographical area or business.
- l) Search function includes both free text searches for description fields, as well as the ability to specify values from dropdowns (corresponding to those used in data entry) to ensure accurate and complete search results.
- m) Allow for searching partial keywords, and provide "smart search" capabilities such as sound like and synonym search. "Exact Match" search criteria must not be enforced.
- n) Allow searching Transaction Records by person/seller using all attributes available on those record types.
- o) Allow searching Transaction Records by article using all attributes captured on the Transaction Records
- p) Allow searching Transaction Records by store, zip code or geographical location.
- q) Allow combinations of multiple attributes from different elements (i.e. person, store, article, date) in a single search.
- r) Allow MDPD investigators to maintain a list of suspicious Customers. If a person on this list makes a Transaction, MDPD investigator who registered that person should be alerted via email or other appropriate messaging mechanism.

- s) Ability to save searches and evaluate them periodically to detect any items which are pawned after the initial search is run. Any additional hits detected after the initial search should be relayed to MDPD investigator who saved the search.
- t) Provide MDPD investigators the ability to bulk import a list of stolen property in spreadsheet or csv. format to search for multiple items at once.
- u) Ability to match multiple stolen items in a single or multiple Transactions. (i.e. If a list of stolen items is entered, Solution shall be able to identify where that set, or a subset, of items was pawned.)
- v) Flag persons who sell 2 or more identical description items across one or more Transactions.
- w) Provide the ability to search Transactions by Seller's address to locate all Sellers using that address.
- x) Allow searching Secondary Metal Recycler Transactions by license plate of the Customer.
- y) Automatically flag suspicious Transactions and visually identified in the Solution based on configurable criteria including:
  - a. Total number of items pawned.
  - b. Value of items/transaction
  - c. Customers who are known as "frequent Pawnors"
  - d. Type of items (i.e. firearms, rings, necklace, etc.)
- z) Provide MDPD investigators with the ability to print, Transaction Records from the Solution in a layout similar to the current paper format.
- aa) Provide MDPD investigators with the ability to save to PDF Transaction Records from the Solution.
- bb) Ensure that all electronic firearm Transactions shall be viewable to MDPD for the full duration allowed by Florida law.

## **2.5 SOLUTION TRANSACTION RECORDING FUNCTIONALITY**

The proposed Solution should provide the following functionality:

- a) Support specific records entry requirements for Pawn Brokers based on Florida Pawnbroker Transaction Form and complying to FSS Chapter 538/539.
- b) Support specific records entry requirements for Secondary Metal Recyclers per Florida Secondary Metals Recycler Purchase Transaction Form and complying to FSS Chapter 538/539.
- c) Support specific records entry requirements for Secondhand Stores per Secondhand Dealer's Property Form Bill of Sale and complying to FSS Chapter 538/539.
- d) Support specific records entry requirements for Mail-in Secondhand Precious Metals Dealers complying to FSS Chapter 538/539.
- e) Pawnshop manual user interface shall provide optional English and Spanish language User Interface, or labelling, for private Regulated Businesses.
- f) Ensure that the information recorded into Transaction forms for the following fields will conform to the standard code tables in use at MDPD:
  - a. Race
  - b. Eye color
  - c. Hair colorThese tables can be found in Appendix XX: MDPD Standard Code Tables
- g) Support the collection of digital thumbprints.
- h) Enforce mandatory attributes where appropriate. Attributes which are not applicable should force a "Not Applicable" to be entered.
- i) Provide dropdown lists for entering coded attributes on Transaction items to ensure that all data entered in those fields conforms to the correct codes.
- j) Provide the ability to optionally record condition of the item, such as new or used.

- k) Provide the option to record engraved text on certain types of items such as rings which are likely to carry such identifying marks.
- l) Provide the option to upload photos of property along with Transaction Reports.
- m) Provide the option for Secondary Metal Recyclers to record if the recycled metal is new, used, burned, etc.
- n) Provide the option to upload additional documentation in electronic format (i.e. scanned documents) of ownership/authorization provided by Customers to Secondary Metal Recyclers.
- o) Provide the ability to upload Seller's electronic signatures alongside the Transaction Record data.

## **2.6 SOLUTION SECURITY FUNCTIONALITY**

The proposed Solution should provide the following functionality:

- a) Compatible with Miami-Dade County Technology Model, including the security requirements contained within. Please refer to attachment XX: Miami Dade County Information Technology Department Information Technology Department Technology Model
- b) Physically hosted within the Continental United States.
- c) Redundantly backed-up. Proposers are to provide information on the firm's co-location strategy and disaster recovery and fully detail current procedures within the Proposal Submission Package.
- d) Hosted in an audited data center complying with ISO 27001, SAS 70, SSAE 16 or SOC 3 audit standards.
- e) Provide for software version controls to prevent outdated versions of software access to DBMS.
- f) Sensitive data (data that falls under the scope of FSS 539.003, CJIS, PII, SOX , HIPPA and PCI requirements) is encrypted during transmission over the client's network (minimum AES 256 bit encryption).
- g) Solution must comply with FSS 539.003, Confidentiality.
- h) Controls in place which prohibit hosted Solution's employees or 3<sup>rd</sup> party vendor's support personnel access to or the ability to access, view or modify Customer confidential data in compliance with FSS 536.003.
- i) Provide the ability for each user to be uniquely identified by ID.
- j) Provide Basic authentication through use of passwords.
- k) Provide the ability to enforce password expiration.
- l) Provide the ability to require automatic password expirations when initially assigned or reset.
- m) Provide the ability to configure password parameters such as password lengths, user access to expiration settings and other behaviors, enabling alphanumeric characters, etc.
- n) Passwords must be suppressed (not echoed back) when entered by Users
- o) Provide the ability to encrypt transmitted data and authentication information over internal and external networks.
- p) User login credentials (user account/password) must be encrypted with a minimum of Advanced Encryption Standard (AES) 256 bit encryption.
- q) Provide a password database encrypted in storage.
- r) Provide the ability to support password history functionality whereby password re-use is prohibited for a configurable number of prior passwords.
- s) Provide Solution administrators with the ability to reset passwords.
- t) Provide self-service password reset functionality with a configurable amount of challenge questions. Users should be able to provide responses to these questions during initial registration of the user ID. Responses must be encrypted.
- u) Solution must prohibit administrators from disabling the audit mechanism.
- v) Provide the ability to protect audit logs from unauthorized access.
- w) Solution must prohibit Users or Administrators from editing the audit log. (modifying, deleting or adding log entries).

- x) Provide an audit trail that logs activities performed by specific user ID and IP address and to time-date stamp all activities.
- y) Provide the ability to identify and log all subsequent access points to ensure accountability is maintained throughout session.
- z) Provide the ability to limit concurrent sessions.
- aa) Provide the ability to log changes to administrative functions.
- bb) Provide ability to automatically archive audit logs.
- cc) Solution's referential integrity must be enforced by the Relational Database Management System if the Solution's database is relational.
- dd) Provide a configurable warning, pre-login banner during unsuccessful login indicating that unauthorized access is prohibited.
- ee) Provide ability to set an unsuccessful access attempt limit and suspend ID's after reaching the unsuccessful access threshold.
- ff) Provide the ability to send alerts to administrators for unauthorized access attempts.
- gg) Enable automatic logoff of ID after a defined period of session inactivity, and perform subsequent re-log-on password authentication.
- hh) Provide ability to lock or disable user or group ID by date or time whenever necessary.
- ii) Provide centralized administration, user authorization, registration and termination.
- jj) Solution must prohibit Users, developers, DBA's or system Administrators from making changes to posted, completed or closed Transaction Records.
- kk) Solution must provide rollback processes incorporated into the database for all critical Transactions.

## **2.7 EXTERNAL INTERFACES**

The proposed Solution shall provide the following functionality:

- a) Provide the ability to verify addresses entered against Miami-Dade County's GIS web services.
- b) Compare all data collected to a direct file from NCIC on a nightly basis. Any matches must be sent directly to appropriate MDPD staff via email or other messaging mechanism. This shall include NCIC files for stolen property, firearms and vehicle identification numbers.
- c) Interface with eBay to perform searches against auction listing data.
- d) Interface with Craigslist to perform searches against classifieds postings data.
- e) Interface with Amazon Marketplace to search transactions.
- f) Interface with Absolute Software's LoJack system.
- g) Interface with RLEX (CopLink).
- h) Integration with InComm Product Control (IPC). Previously known as SIRAS.
- i) Provide an appropriate Application Program Interface (API) or interfaces for future integration with other MDPD applications which may be used to record or manage stolen property records, such as planned Records Management System or the Electronic Offense/Incident Report (eOIR) application.

## **2.8 INTEGRATION WITH REGULATED BUSINESSES POINT OF SALE SYSTEM**

The proposed Solution shall integrate with the existing Pawnshop/Secondhand Dealer and Secondary Metals Recycler Management Software or Point of Sale (POS) system already in place at individual Regulated Businesses. Some of the most common software packages used by the Regulated Businesses are:

- Pawnshop Management
  - PawnMaster

- CompuPawn
  - PawnWizard
- Secondary Metal Recyclers Yard Management
  - ScrapDragon
  - Scrapyard Pro

If a Regulated Business does not have such a system in place, the selected Proposer shall provide a separate interface that would allow the Regulated Business to report Transactions into the Solution.

## **2.9 SOLUTION INTEROPERABILITY**

MDPD is interested in a cross-jurisdictional Solution that can query Transaction Data from all Regulated Businesses within Miami-Dade County as well as neighboring Counties. The ability to share information between Counties and law enforcement agencies in the South Florida area will result in a more effective investigation and faster location of stolen property.

Proposals shall include a breakdown of Counties in Florida that currently report Transactions into the proposed Solution as well as the number of Police agencies and Regulated Businesses in each County.

## **2.10 APPLICATION LICENSING**

Proposals shall include hosted software license(s) subscription(s) to accommodate the MDPD requirements listed below. The County prefers not to purchase separate licenses for third party applications which are embedded into the Solution. All licenses that may be required to access third party software are to be included with the proposed Solution and maintained throughout the term of the resultant contract.

In the event that the proposed Solution requires third party software licenses in order to meet the technical and functional requirements stated in this solicitation, the County reserves the right to leverage software license agreements that may be in place between any proposed third party software copyright holder and the entities included as "Users" for this solicitation, with the objective of reducing software acquisition or maintenance costs.

Proposed Solution is not required to use a "Per User" license model, however, the proposed Solution must accommodate, at a minimum, the number of Users listed below.

- Estimated 2,500 Sworn Officers.
- Estimated 30 Detectives actively involved in examining regulated transaction data.
- Estimated 200 private Regulated Businesses to report transactions to the Solution.

*The number of licenses referenced above is an estimate based on the current environment and subject to change as the proposed Solution is deployed.*

## **2.11 HOSTING, SOFTWARE MAINTENANCE, AND TECHNICAL SUPPORT SERVICES**

The proposed Solution must be of the most recent release and the selected Proposer shall provide all hosting, software maintenance, and technical support services for the proposed Solution throughout the term of the contract.

### **A. Hosting and Software Maintenance Services**

Hosting and software maintenance services, at a minimum, shall include updates and upgrades to the Solution, including corrections of any substantial defects, fixes of any minor bugs, and fixes due to any conflicts with mandatory operating system security patches as well as upgrades to new version releases. Selected Proposer shall be responsible for ensuring system availability 24 hours a day, 7 days a week, and a minimum uptime of 99.9%. Non-production environments, such as testing and staging shall also be covered as well. The County expects that software maintenance services be performed outside of daytime business hours (i.e. midnight shift).

**B. Technical Support Services**

The selected Proposer must have technical support services available in the form of unlimited email and/or telephone support, Monday through Friday 8:00AM – 5:00PM EST. The selected Proposer shall also provide on-site technical support when required. This on-site support may be requested when it is determined the problem cannot be corrected by telephone support. Proposers shall include description in the proposal response outlining the support services offered and any limitations thereof.

The County's preferred escalation process is outlined below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the System is in a non-responsive state and severely affects Users' productivity or operations.  A high impact problem which affects the Users.	One (1) Hour	Four (4) Hours	One (1) Hour
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	Two (2) Hours	Eight (8) Hours	Two (2) Hours
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	4 hours	Seventy two (72) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don't impact the work flow.  Issues that can easily be scheduled such as an upgrade or patch.	24 hours	One (1) Month for an acceptable work around until final resolution	Weekly Status Call

## **2.12 IMPLEMENTATION REQUIREMENTS**

The selected Proposer must provide a detailed explanation and implementation timeline with their proposal response that addresses the firm's ability for immediate contract startup. The explanation must demonstrate that adequate services will be available at the time of the resultant contract award to accommodate the service level expectation of MDPD. Proposers shall include the following information at a minimum in their proposal response:

- Provide implementation schedule and delivery dates list all services requested in the Scope of Services.
- Identify the technical support and assistance that will include, but not be limited to the following: complete installation, set-up, configuration, customization of the system, integration of proposed Solution to Regulated Businesses POS, training of Regulated Businesses, user acceptance testing, etc.

Although it is anticipated that approximately two hundred (200) Regulated Businesses are expected to report Transactions to the proposed Solution, Proposers are advised that these are estimated quantities and not a guarantee.

## **2.13 DATA CONVERSION**

The selected Proposer is expected to migrate three (3) years of MDPD's current CEPRS data to the new Solution. Proposers must include in their proposal their methodology and technology tools enabling data mapping, data extract, transformation, and loading of external system data to the proposed Solution data structure/database.

The selected Proposer's staff will perform the extraction and transform steps required to prepare files, in a mutually agreed upon file format, with data from the various sources needing data conversion for load into the proposed Solution's database. The selected Proposer must map the data of the extracted and transformed files to the database structure of the proposed Solution. MDPD staff will collaborate with the selected Proposer to answer questions about the data within the files to be used for data load into the proposed Solution's database. The selected Proposer shall be responsible for the load of the data into the proposed Solution database.

## **2.14 TRAINING SERVICES**

### **A. MDPD Training Requirements**

The selected Proposer shall provide MDPD with at least five (5) "Train the Trainer" sessions of up to twenty (20) MDPD Users each to cover using, administrating, and reporting on the Solution. Training shall be conducted on-site at a designated location provided by MDPD and be coordinated with approved dates/time by the authorized MDPD Project Manager. The selected Proposer shall supply an electronic copy of all training materials to MDPD. Additional training shall be made available via on-line videos or other resources on an ongoing basis throughout the term of the contract awarded as a result of this solicitation.

### **B. Regulated Businesses Training Requirements**

The selected Proposer shall provide training to an estimated two-hundred (200) Regulated Businesses that will be reporting Transactions into the proposed Solution. This is a need which is likely to reoccur periodically as there is staff turnover, new Regulated Businesses enter the market, changing technology in use at the Regulated Businesses, or as new versions of the Solution are made available. The selected Proposer must provide an appropriate mechanism to educate the Regulated Businesses on the Solution, such as in person or virtual training sessions, training videos, online courses, user manuals, and/or quick start guides.

**2.15 SOFTWARE ESCROW**

The selected Proposer shall be required to enter into a software escrow agreement with a licensed third party agent to house the source code associated with the proposed Solution at the time of Final System Acceptance. No third party invoicing shall be allowed.

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